

REDEVELOPMENT OF HOSPITAL DATA PROFILES

Our ultimate aim: Make it easier for hospitals to monitor and improve their data quality

How we can do this:

- Put profiles on a web site (hospitals access only their own?) or have a web-based profile system. Possibly incorporate this with the new web-based BR3 system which allows us to communicate back and forth with the hospitals
- Over time, enhance the current profiles by
 - Highlighting problem areas (where hospital is greater than the state average by a given amount to be determined)
 - Adding a report card which gives them a grade based on average % unknown and average filing time
 - Personalizing the profile for each hospital with notes etc
 - Adding information to help guide them in improving their data – make it more of a self-teaching tool to help empower them
 - Allowing them to see several years of their data side by side so they can better track changes
 - Adding other possible comparison data (beside the state average) such as: similar size hospitals; similar geographic areas; other hospital characteristics
 - Enabling them to look at other data items to create their own custom profile

What this project will do:

- It gives us more flexibility in design and physical layout of the profile
- It makes it easier for hospitals to get the data when they want and save the time we now spend printing, copying, and mailing the profiles
- It provides some training for times in between hospital visits
- It gives them more continuous feedback since we can update the data more often (e.g., quarterly)

Notes:

- **This will only help them if they really want to improve their data – it's a tool for them to use. For some hospitals, we may need to do preliminary work in getting them to care (or at least to see the need). But maybe this will make it more fun for them.**
- This shows us where we want to get – it may take us several steps to get there.
- We could start by having some test hospitals work with a mockup – how would this work for them and what else would they like to see?
- We should start with completeness profiles because that's where more problems seem to be. Eventually we can work in timeliness profiles as well.

Design: *(see sample profiles on next page)*

Enter hospital code

(may not be necessary if we use the BR3)



What do you want to see?

**Yearly profile – your
hospital compared to the
state**

→ specify year

**Time trends for your
hospital?**

→ specify time period

**Comparison with other
hospitals?**

→ Specify basis for comparison



Geographic area

Size

Other?

**Other data items not
on the profile**

→ Select items

Sample profiles: (*Note: Sample profiles show a subset of items– actual profiles have 13 items plus the total number of births.*)

A. Yearly Profile:

ABC MEDICAL CENTER DATA PROFILE FOR 2001				
	DATA ITEM	HOSPITAL		STATE
		# BIRTHS	PERCENT	PERCENT
→	<u>Mother's Education</u>			
	Given	1,130	85.9	93.8
	Unknown	185	14.1	6.2
	<u>Month Prenatal Care Began</u>			
	Given	1,291	98.2	91.7
	Unknown	24	1.8	8.3
	<u>Weight Gained During Pregnancy</u>			
	Given	1,294	98.4	74.1
	Unknown	1	0.1	24.6
	Zero	20	1.5	1.2

Hospital Grade: A- Great job! Keep up the good work!

(This comment is based on the grade: Other rough examples: "Room for improvement. Email (address) for more information." "Bad grade. We will work with you to help you improve." Also need a description of how the grade was determined or point them to a place on the web.)

The arrows in the first column indicate problem areas. Click on the item for useful tips. *(When they click on the item they get information on why the data are important, instructions for collecting and keying the data, and suggested 'best practices'.)*

B. Time Trends:

ABC MEDICAL CENTER DATA PROFILE FOR 1999-2001				
	DATA ITEM	YEAR		
		1999	2000	2001
	<u>Mother's Education</u>			
	Given	85.9	86.3	85.9
	Unknown	14.1	13.7	14.1
	<u>Month Prenatal Care Began</u>			
	Given	96.7	97.2	98.2
☺	Unknown	3.3	2.8	1.8
	<u>Weight Gained During Pregnancy</u>			
	Given	96.7	97.8	98.4
☺	Unknown	2.5	1.5	0.1
	Zero	0.7	0.7	1.5
	Your grade	B+	A-	B+

Possible ways to customize:

Add an arrow (→) next to items where the percent unknown is increasing by some predetermined amount or has increased a lot in the current year, with instructions to click on the item for more information. Add an “attaboy” (☺) where the percent unknown is decreasing by some predetermined amount or has decreased a lot in the current year.

Make some comment based on the patterns in grades, such as:

- Looking good! (consistent high grade)
- Getting better (successively improving grades)
- Holding your own (consistent middle of the road grade)
- Going the wrong way (successively decreasing grade)
- Needs a lot of work (consistent low grade)

Then follow this up with suggestions for improvement if the grades warrant it.

C. Comparison with other hospitals: Looks like the yearly profile but the last column would be data for the comparison group, rather than the state.

D. Other data items: Looks like the yearly profile but they would pick the items to be included. Thus they could build their own profile.